Openfind™
MAILGATES Mail Protection System

User's Guide

Copyright Notice

1. Any distribution or duplication of the manual or its parts, original or modified, is prohibited without a written permission from Openfind Information Technology, Inc.
2. All the text, trademarks, and graphics in the guide are owned by Openfind Information Technology, Inc. and protected by copyright and other laws.
3. Copyright © Openfind Information Technology, Inc.

TABLE OF CONTENTS

1 INTRODUCTION....3
2 USER INTERFACE....4
3 LOG TRACKER....6
3.1 INBOUND LOGS....6
3.2 OUTBOUND LOGS....9
3.3 CONNECTION LOGS....11
4 STATISTICS....13
5 SPAM MANAGEMENT....14
5.1 SPAM FILTER LEVEL....14
5.2 BLACKLIST / WHITELIST....15
5.2.1 IP Whitelist & IP Blacklist....15
5.2.2 Sender Whitelist & Sender Blacklist....17
5.2.3 Content Whitelist & Content Blacklist....19
6 MAIL QUARANTINE....23
6.1 DEFINITIONS OF FOLDERS....23
6.2 FUNCTIONS OF FOLDERS....24
7 MAIL TREATMENT....28
7.1 MAIL TREATMENT RULE (SPAM AND SUSPICIOUS)....28
7.2 RETENTION PERIOD....31
7.3 NOTIFICATION....32
7.4 NOTIFICATION EXAMPLE....33
8 PERSONAL SETTING....36
8.1 LANGUAGE SETTING....36
9 MAIL ENCRYPTION....37

1 Introduction

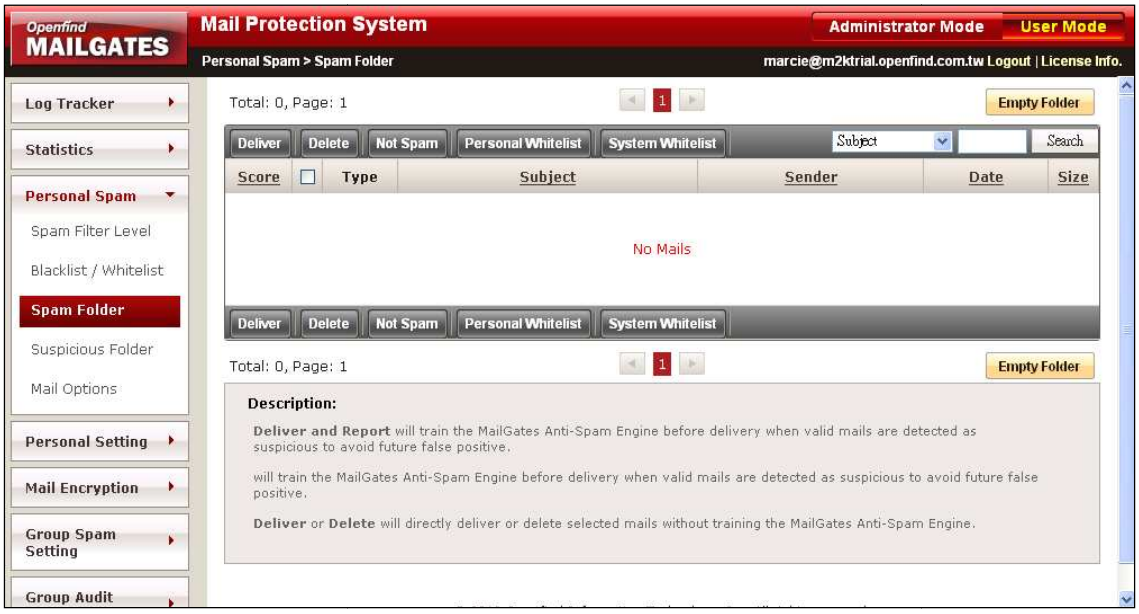
Thanks for using MailGates Mail Protection System (hereinafter the system). You will have a comprehensive understanding of the functions provided in the system after reading the manual. **The system originally offers mail protection service by default. Since personalized setting has higher priority, you can adjust the service in accordance with your need.**

In this manual, you'll first get familiar with the system interface, and have a better understanding of the Statistics function and the Personal Spam Management function, which you can see on the left side of the interface.

If you still have questions after reading the manual, please send your request to techsupport@mail2000.com.tw , and we'll reach you as soon as possible.

2 User Interface

After logging in the system, you can see the user interface is divided into 3 areas: the upper side, the left and the right. The followings are brief descriptions of the functions:



The Upper Side

- Mode Switch: Click on the upper right button to switch to Administrator Mode or User Mode.
- Online Help: Click on the button to see the product manual.
- Logout: You can click on the button to log out the system at the end of use.

The left side

- Log Tracker：You can search logs with multiple rules efficiently, and deal with each of your personal logs including
  - ◆ Inbound Logs
  - ◆ Outbound Logs
  - ◆ Connection Logs
- Statistics:
  - ◆ The system will calculate your personal mail, normal mail, spam mail, audited mail and infected mail in different time duration such as per day, week, month, year and personalized duration. Besides, the system also provides “Mails Amount” and “Mail Size”(Unit: Kbytes、Mbytes) check columns.
- **Personal Spam：Five sub-functions are included.**
  - ◆ Spam Filter Level: You can configure level settings to modify the Anti-Spam Engine sensitivity, the level settings are categorized in Low, Medium and High levels, and the default value is Medium.

- Blacklist / Whitelist: Both blacklist and whitelist are categorized in IP, Sender, and Content columns.
- Spam Folder: The spam folder is where the spam mails are stored.
- Suspicious Folder: The suspicious folder is where the suspicious mails are stored.
- Mail Treatment: You can set the way of mail disposal and the delivery schedule of the notification.

- **Personal Setting:** You can set the language version in accordance to your personal preference and the encoding setting of the system notification. The system provides different language versions including traditional Chinese, simplified Chinese, English and Japanese. The default language version is traditional Chinese and the default encoding method is UTF-8.
- **Mail Encryption:** You can set an encryption password for specific recipient's mail.
- **Group Spam Setting:** The function provides the setting of blacklist/whitelist of group.
- **Group Audit Setting:** The administrator can set the group audited policy, the group administrators can only set the group account audited rules of their own group, and the group policy is only applied to specific group members.

The right side

- The right side will show corresponding information according to the function selected on the left side. When user login, the default scene is "Personal Spam > Spam Folder."

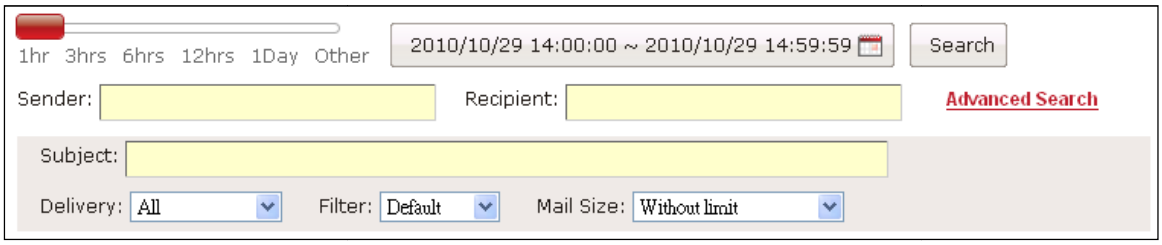
3 Log Tracker

MailGates has 2 independent modules which don't disturb mutually to deliver and receive mails. They can operate respectively to ensure the optimized performance. MailGates records every connection and mail information in detail including mail subject, mail size, filtering result, etc. MailGates also provides the multiple-field search function so that users can search mail logs and deal with each of the personal logs efficiently.

Advanced search function is hidden as link on the interface by default. You can click on the link to unfold or fold the function. It's recommended to directly input the word String which you want to search for rather than wildcard to enhance the search accuracy, when you're doing keyword searching.

3.1 Inbound Logs

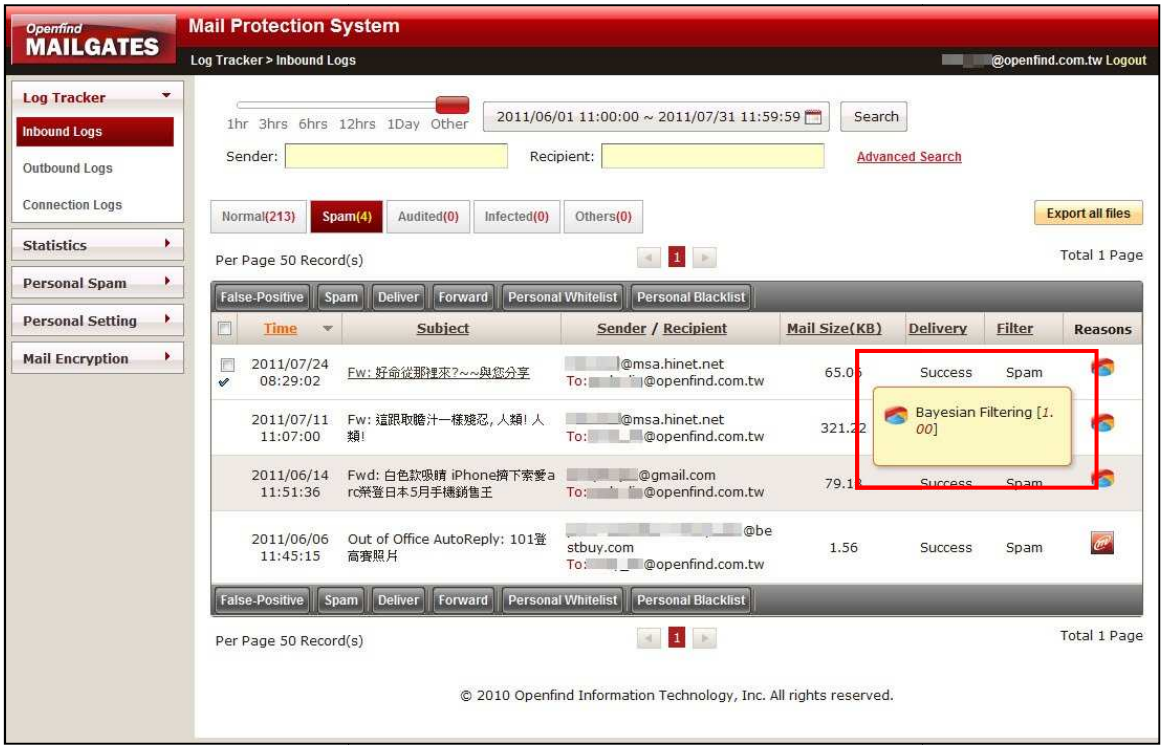
Click on "Log Tracker > Inbound Logs" and select the date duration and the search condition, then click on "search" button. Thus you can browse the inbound logs directly.



The system shows the records in an hour by default, and you can adjust the time track to check the records in different time duration.

- **Checking Filtering Reasons**

  You can acquire the reason for defining specific mails as spam by making the mouse cursor point at the Filter column, thus can also verify the effectiveness of the filtering rule.



- **Advanced Search Description:**

Function		Description
Sender		You can search mail records by Sender field.
Recipient		You can search mail records by Recipient field.
Subject		You can search mail records by Subject field.
Delivery Result	All	You can search records of delivery/receipt with all kinds of delivery result.
	Success	You can search mails successfully delivered by MailGates.
	Deletion	You can search mails deleted directly by MailGates.
	Retry	You can search mails once redelivered by MailGates.
	Failure	You can search mails failing to be delivered by MailGates.
Filtering Result	Default	Normal Mail, Spam Mail, Audited Mail, Virus Mail or other kinds of Mail defined by Black/White List or Filtering Rule will be listed in different tabs.
	Normal Mail	You can search Normal Mail defined by Black/White List or Filtering Rule.

	Suspicious Mail	You can search Suspicious Mail defined by Black/White List or Filtering Rule.
	Spam Mail	You can search Spam Mail defined by Black/White List or Filtering Rule.
	Audited Mail	You can search Audited Mail defined by the System or Group Policy.
	Virus Mail	You can search Virus Mail defined by the Anti-Virus Module.
	Rejected Mail	You can search Rejected Mail defined by Filtering Rule.
	Phishing Mail	You can search Phishing Mails defined by MailGates.
	System Error	You can search mails causing system error(s) during filtering process.
	Direct Delivery	You can search Mail Direct Delivered defined by the System or Group Policy.
	All	Mails mentioned above will be shown regardless of the filtering result limitation.
Mail Size	All	You can search mail records of all sizes.
	Very Small	You can search mail smaller than 3KB.
	Small	You can search mail between 3KB~1MB.
	Medium	You can search mail between 1MB~10MB.
	Large	You can search mail larger than 10MB.
	Specified Range	You can specify other size ranges.

3.2 Outbound Logs

Click on “Log Tracker > Outbound Logs” and select the date duration and the search condition, then click on “search” button. Thus you can browse the outbound logs directly.

- **Checking Filtering Reasons**

  You can acquire the reason for defining specific mails as spam by checking the Filter field, thus can also verify the effectiveness of the filtering rule.

- **Advanced Search Description:**

Function		Description
Sender		You can search mail records by Sender field.
Recipient		You can search mail records by Recipient field.
Subject		You can search mail records by Subject field.
Delivery Result	All	You can search records of delivery/receipt with all kinds of delivery result.
	Success	You can search mails successfully delivered by MailGates.
	Deletion	You can search mails deleted directly by MailGates.
	Retry	You can search mails once redelivered by MailGates.
	Failure	You can search mails failing to be delivered by MailGates.
Filtering Result	Default	Normal Mail, Spam Mail, Audited Mail, Virus Mail or other kinds of Mail defined by Black/White List or Filtering Rule will be listed in different tabs.
	Normal Mail	You can search Normal Mail defined by Black/White List or Filtering Rule.
	Suspicious Mail	You can search Suspicious Mail defined by Black/White List or Filtering Rule.
	Spam Mail	You can search Spam Mail defined by Black/White List or Filtering Rule.
	Audited Mail	You can search Audited Mail defined by the System or Group Policy.
	Virus Mail	You can search Virus Mail defined by the Anti-Virus Module.

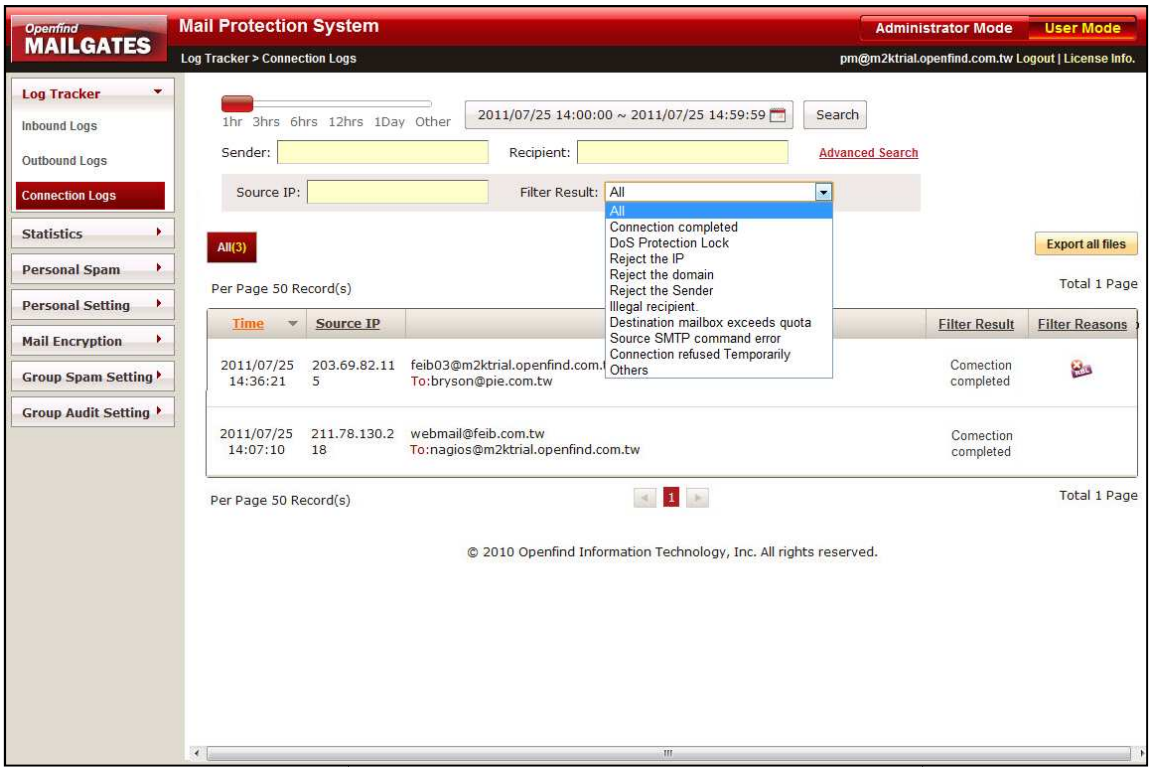
	Rejected Mail	You can search Rejected Mail defined by Filtering Rule.
	Phishing Mail	You can search Phishing Mails defined by MailGates.
	System Error	You can search mails causing system error(s) during filtering process.
	Direct Delivery	You can search Delivery Logs not limited by the filtering result.
Mail Size	All	You can search mail records of all sizes.
	Very Small	You can search mail smaller than 3KB.
	Small	You can search mail between 3KB~1MB.
	Medium	You can search mail between 1MB~10MB.
	Large	You can search mail larger than 10MB.
	Specified Range	You can specify other size ranges.

3.3 Connection Logs

Click on “Log Tracker > Connection Logs” and select the date duration and the search condition, then click on “search” button. Thus you can browse the connection logs directly.

- **Checking Filtering Reasons**

  You can acquire the reason for defining the connection as specific filtering result by checking the Filter Result field, thus can also have a better understanding of the system operating status.



- **Advanced Search Description:**

Function		Description
Sender		You can search connection logs by Sender field.
Recipient		You can search connection logs by Recipient field.
Source IP		You can search connection logs by Source IP.
Filtering Result	All	The connection records not limited by filtering result.
	Connection Completed	Normal connection logs.
	DoS Protection Lock	The connection logs locked by DoS Protection Policy.

	Reject the IP	Rejected IP connection logs.
	Reject the domain	Rejected domain connection logs.
	Reject the sender	Rejected sender connection logs.
	Illegal recipient	Recipient connection logs not found on the mail server.
	Destination mailbox exceeds quota	The remaining space of the recipient mailbox not enough for the coming mail.
	Source SMTP command error	Connection logs records with source SMTP command error.
	Connection refused temporarily	Connection logs records receiving the connection refused reply.
	Others	Other filtering results not mentioned above.

4 Statistics

MailGates calculates the amount of the filtered mails and completes statistical report. Clicking on “Statistics > Personal”, you can browse all the statistical data of the personal filtered mails including normal mail, suspicious mail, spam mail, audited mail and virus mail.

MailGates updated the statistical analysis report hourly. You can see the statistical report which shows the flow in each hour section, when you’re in the Statistics Page.

Time	Normal	Suspicious	Spam	Error	Infected	Audited	Total
00:00	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
01:00	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
02:00	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
03:00	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
04:00	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)

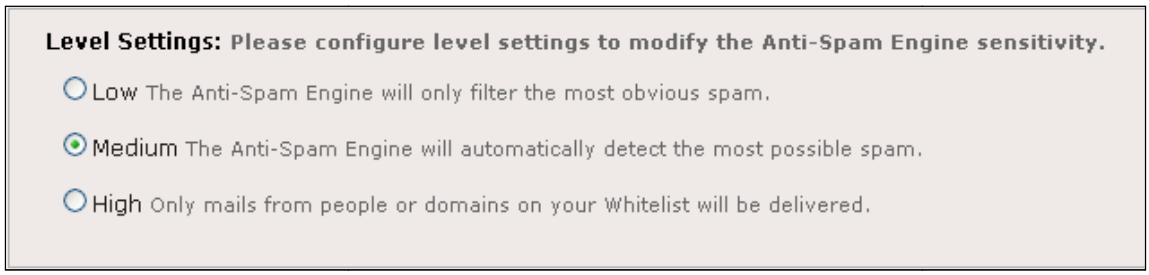
5 Spam Management

5.1 Spam Filter Level

You can set your own spam filter level based on your demand to adjust the spam sensitivity of the system. Clicking on “Personal Spam > Spam Filter Level”, you can set the spam filter level.

Spam filter are categorized into 3 levels, and the default value is “Medium”.

- “Low”: The Anti-Spam Engine will only filter the most obvious spam.
- “Medium”: The Anti-Spam Engine will automatically detect the most possible spam.
- “High”: Only mails from people or domains on your Whitelist will be delivered.


Level Settings: Please configure level settings to modify the Anti-Spam Engine sensitivity.
Low The Anti-Spam Engine will only filter the most obvious spam.
Medium The Anti-Spam Engine will automatically detect the most possible spam.
High Only mails from people or domains on your Whitelist will be delivered.

5.2 Blacklist / Whitelist

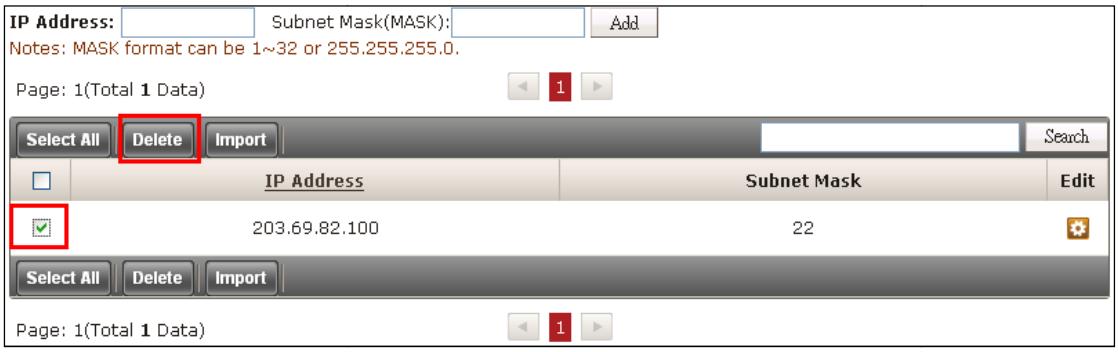
Blacklist / Whitelist is one of the filtering methods, and its setting is also the most intuitive and simple one. According to your setting, the system will directly compare with the Sender IP Address, Sender, and the mail content. You can add specific IP addresses, senders, or contents to Blacklist, and the system will define them as Spam Mail directly. On the other hand, those IP addresses, senders, or contents are added to whitelist will be treated as normal mails.

Click on “Personal Spam > Blacklist / Whitelist” to edit your list.

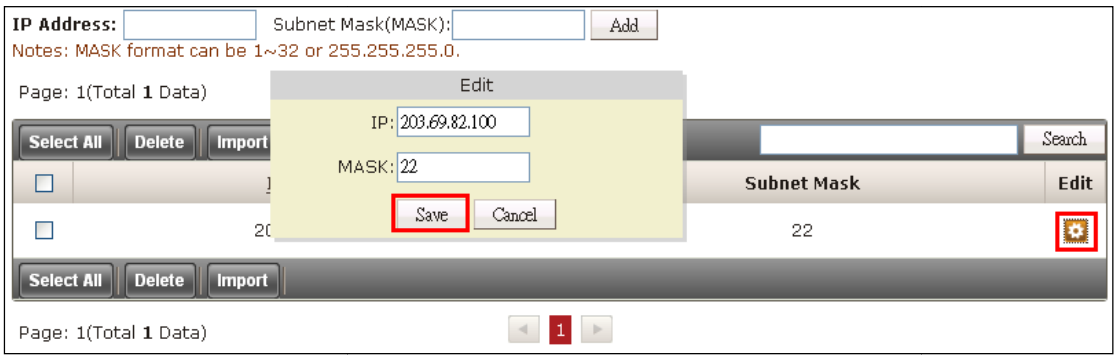
5.2.1 IP Whitelist & IP Blacklist

1. **Add:** Fill in the IP Address and Subnet Mask (optional), and press “Add” button.

2. **Delete:** Click the check box at the beginning of the IP/MASK column, and press “Delete” button.



3. **Edit:** Press the “Edit” button at the end of the IP/MASK column, and an “Edit” window will pop up. After editing, press the “Save” button.

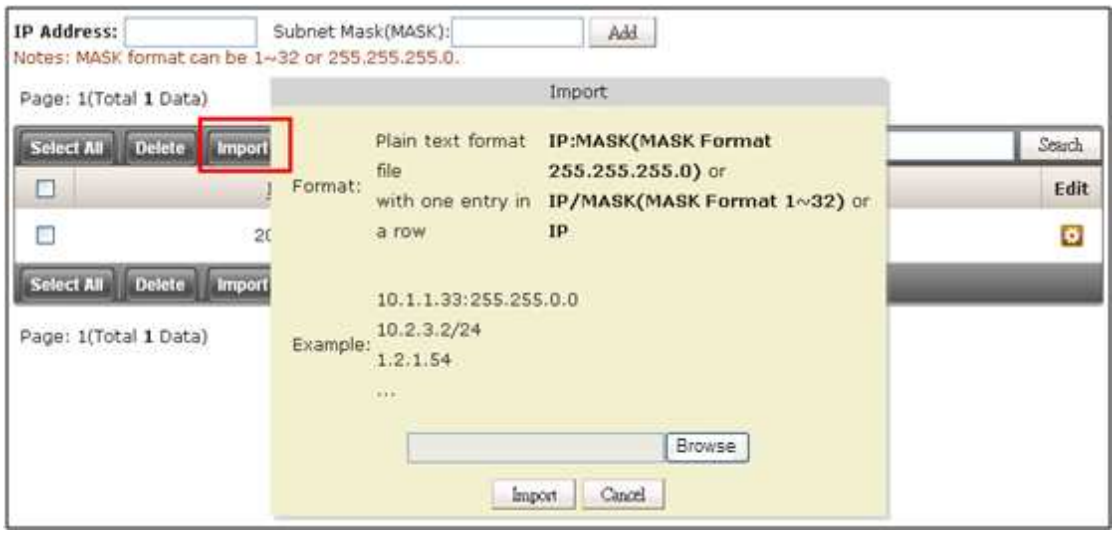


4. **Import:** Press the “Import” button, and an “Import” window will pop up. Select the file to import, and press the “Import” button.

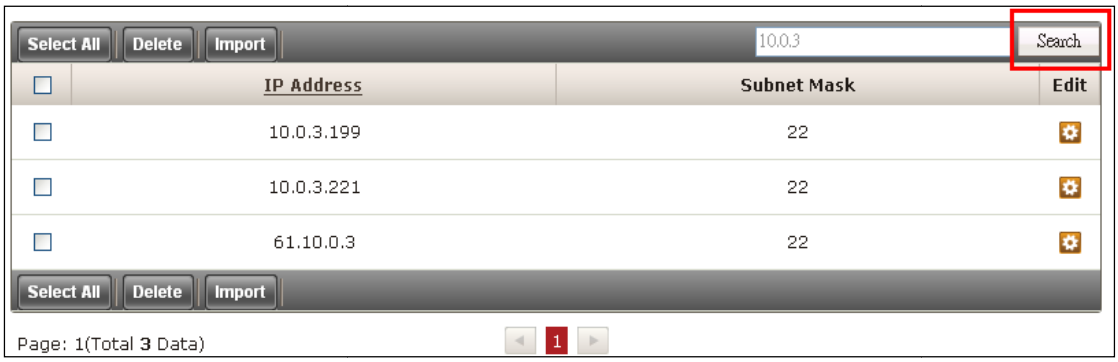
Example:

The import function supports text file, one IP/MASK data per line.

- IP:MASK(MASK Format 255.255.255.0)
- IP/MASK(MASK Format 1~32)
- IP

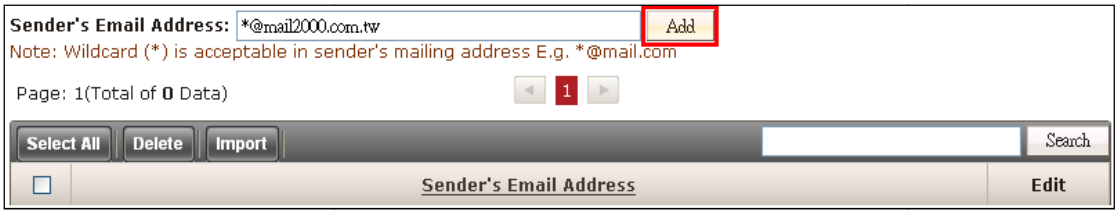


5. **Search:** You can search by IP Address. Fill in a complete or part of the IP String, and press “Search” button.



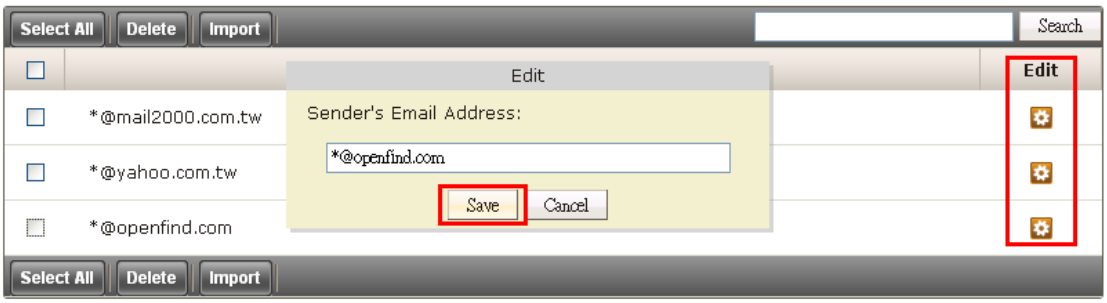
5.2.2 Sender Whitelist & Sender Blacklist

1. **Add:** Fill in the sender's Email Address to add to the Blacklist / Whitelist, and press "Add" button. Wildcard (*) is acceptable in sender's Email address.



2. **Delete:** Click the check box at the beginning of the column, and press "Delete" button.

3. **Edit:** Press the "Edit" button of the row to edit, and an "Edit" window will pop up. After editing, press the "Save" button.



4. **Import:** Press the "Import" button, and an "Import" window will pop up. Press "Browse" button, select the file to import, and press the "Import" button.

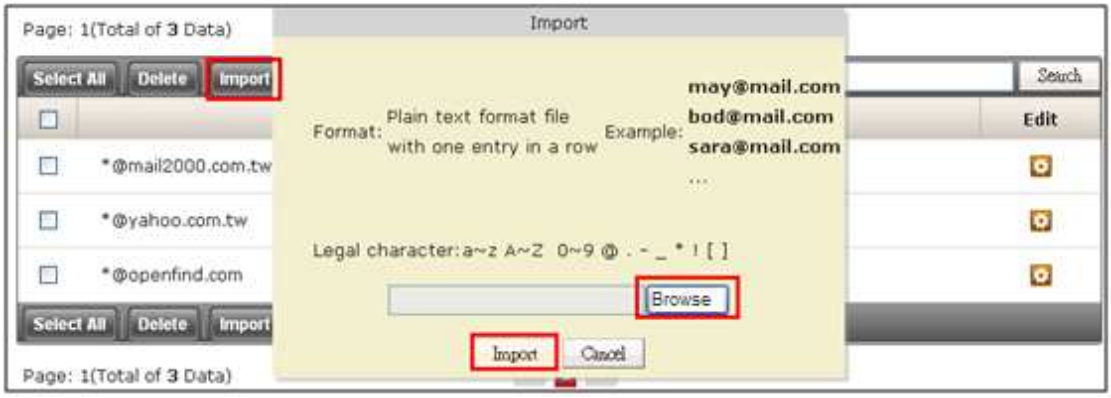
Example:

The import function supports text file, one Senders Email address per line.

le@lis.op.*

@sapo.co

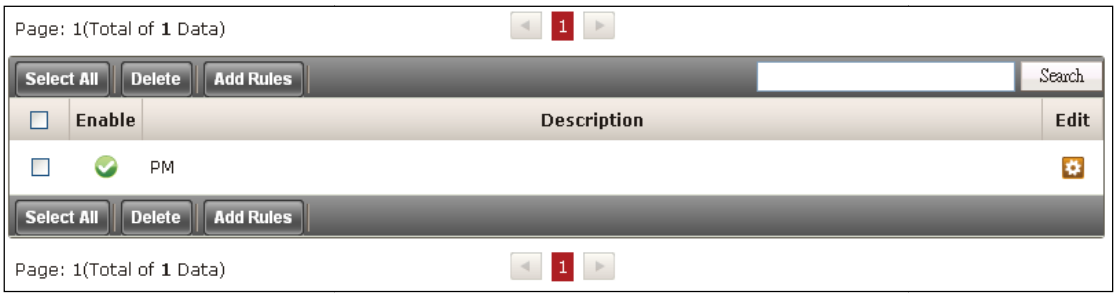
cus*@luppo.com



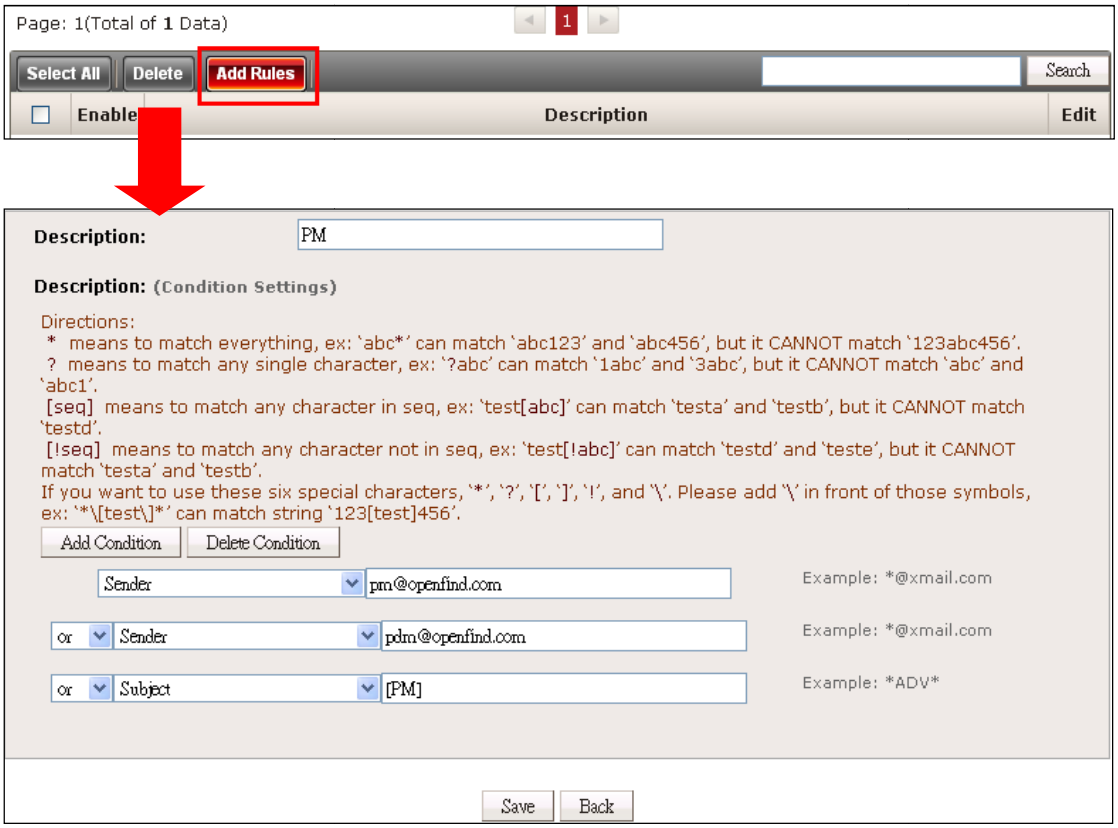
5. **Search:** Fill a complete or part of the String to search for in the “Search” field on the right hand side, and press “Search.”

5.2.3 Content Whitelist & Content Blacklist

Content Whitelist/Blacklist function provides multiple-conditioned management. Boolean operators("AND" and "OR") can be used to create a rule with multiple conditions, and the system allows to create 50 filtering rules at most. The conditions include Subject, Recipient, Sender, Mail Size, Content, Attachment Type, Attachment Content, Attachment Name, Mail Header and Number of Recipient * Mail Size. In addition, correct settings and combination can make the criteria more effective, the setting rule will be introduced at the end of this section.

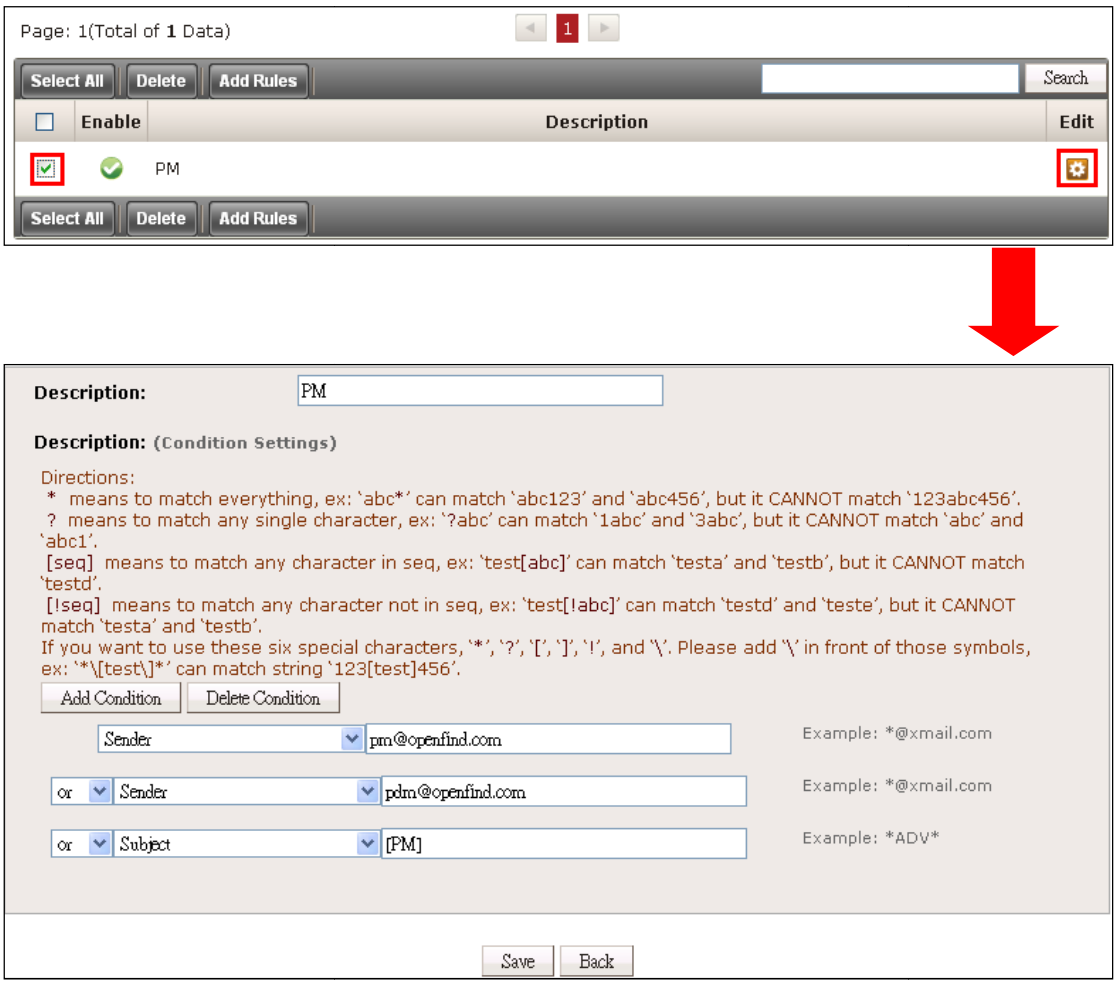


1. **Add:** Click on "Add Rules" button in "Content Whitelist" or "Content Blacklist" page, and the "AddPersonalContent" page will show in the screen. Fill in the field and click on "Save" button to complete the editing.

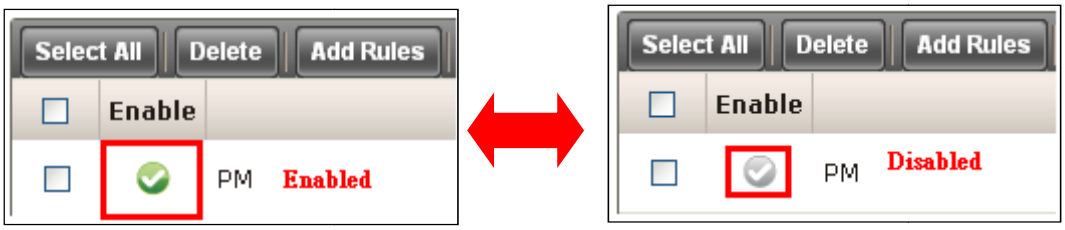

Page: 1(Total of 1 Data)
1
Select All
Delete
Add Rules
Search
Enable
Description
Edit
Description:
PM
Description: (Condition Settings)
Directions:
* means to match everything, ex: 'abc*' can match 'abc123' and 'abc456', but it CANNOT match '123abc456'.
? means to match any single character, ex: '?abc' can match '1abc' and '3abc', but it CANNOT match 'abc' and 'abc1'.
[seq] means to match any character in seq, ex: 'test[abc]' can match 'testa' and 'testb', but it CANNOT match 'testd'.
[!seq] means to match any character not in seq, ex: 'test[!abc]' can match 'testd' and 'teste', but it CANNOT match 'testa' and 'testb'.
If you want to use these six special characters, '*', '?', '[', ']', '!', and '\'. Please add '\' in front of those symbols, ex: '*\[test\]*' can match string '123[test]456'.
Add Condition
Delete Condition
Sender
pm@openfind.com
Example: *@xmail.com
or
Sender
pdm@openfind.com
Example: *@xmail.com
or
Subject
[PM]
Example: *ADV*
Save
Back

2. **Delete:** Click the check box at the beginning of the column, and press "Delete" button.

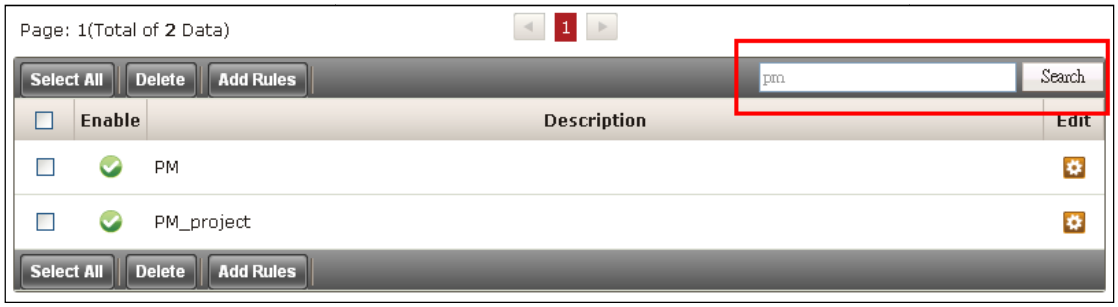
3. **Edit:** Select the rule to edit and press “Edit” button at the end of the column, and the “EditPersonalContent” page will show in the screen. After revising the content, press “Save” button to complete editing.


Page: 1(Total of 1 Data)
1
Select All
Delete
Add Rules
Search
Enable
Description
Edit
PM
Select All
Delete
Add Rules
Description: PM
Description: (Condition Settings)
Directions:
* means to match everything, ex: 'abc*' can match 'abc123' and 'abc456', but it CANNOT match '123abc456'.
? means to match any single character, ex: '?abc' can match '1abc' and '3abc', but it CANNOT match 'abc' and 'abc1'.
[seq] means to match any character in seq, ex: 'test[abc]' can match 'testa' and 'testb', but it CANNOT match 'testd'.
[!seq] means to match any character not in seq, ex: 'test[!abc]' can match 'testd' and 'teste', but it CANNOT match 'testa' and 'testb'.
If you want to use these six special characters, '*', '?', '[', ']', '!', and '\'. Please add '\' in front of those symbols, ex: '*\[test\]*' can match string '123[test]456'.
Add Condition
Delete Condition
Sender
pm@openfind.com
Example: *@xmail.com
or
Sender
pdm@openfind.com
Example: *@xmail.com
or
Subject
[PM]
Example: *ADV*
Save
Back

Enable or disabled the rules: Directly click on the icon to switch the mode.



4. **Search:** Fill a complete or part of the String to search for in the “Search” field on the right hand side, and press “Search.”



Setting rules of the mail content

With the help of special characters, the filtering function will be more effective, and the management of Content Whitelist/Blacklist can also be more simplified.

1. **Subject, Recipient, Sender, Attachment Content, Attachment Name, and Mail Header.**

   Supported Special Characters:

   - `*` represents one or more characters, or no character.
     Example: If you type in “pr*ject” and the words “project”, ”prject” match the rule.
   - `?` represents one English character or 2 Chinese characters.
     Example: If you type in “user?@somemail.so” , “user1@somemail.so” and “users@somemail.so” match the rule.
   - `[]` represents one of the characters included.
     Example: If you type in “[Aa]uction” , only the “Aution” and “aution” will match the rule.
   - `!` represents that the results of a rule behind “!” will be excluded.
     Example: If you type in “![Aa]uction”, only the “Aution” and “aution” will not match the rule and will be excluded.
   - `\` represents that the following character should be regarded as a normal character.
     Example: If you type in “\[Announcement\]”, “[Announcement]” will match the rule which indicates that “[“ and ”]” are not functional characters here.

2. **Mail Size and Number of Recipient * Mail Size**

   Supported Special Characters:

   - Operators comparing size: >, <, =.
   - Unit can be expressed as follows:
     K or k - > 100k represents 100*1024 bytes,
     M or m - > 10M represents 10*1024*1024 bytes.
   - “!” can also be used with to filter out those not matched.

Example: > 10M represents that mail size larger than 10Megabytes will match the rule.

3. Attachment Type

- The following types can be detected: doc (Microsoft Office series), pdf, mp3, wmv, mpeg, ra, rm, exe, tgz, rar, zip, jpg, gif. Even if the filename extension is changed by the sender, MailGates still can detect correctly.
- If the rule set as doc, pdf, mp3, tgz, the attachments which include Microsoft Office series, pdf, mp3and tgz will match the rule.
- If you want to check the attachment is Microsoft Office series file or not, you can only have set the “doc” rule rather than set all the other type of attachment file.

6 Mail Quarantine

If spam mail or suspicious mail is setting to be left in MailGates, it can be checked in Mail Quarantine. Please click on “Personal Spam > Spam Folder, Suspicious Folder click on click on lease cl

6.1 Definitions of Folders

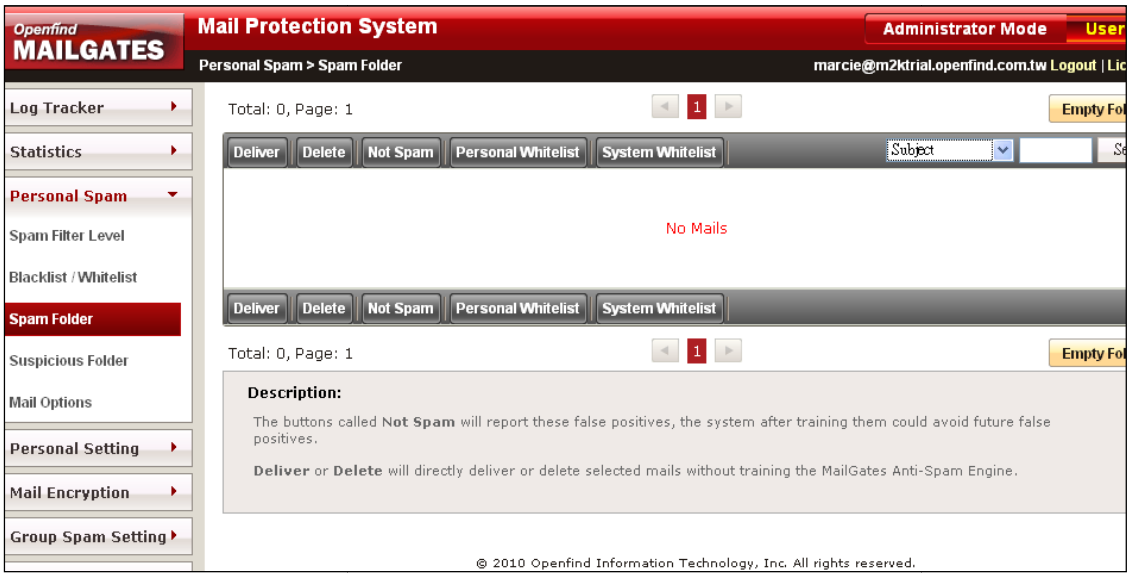
There’re 2 kinds of folders defined in MailGates, and the definitions as the following:

- **Spam Folder:**
  - This folder collects uninvited spam mail.
  - If the ”Mail Options” of spam mail is setting to left spam in MailGates, all the spam mail will be placed in **Spam Folder**.

- **Suspicious Folder:**
  - If a mail is categorized in suspicious mail, this mail is likely to be spam mail, which needs to be defined with help of users.
  - If the ”Mail Options” of suspicious mail is set to left suspicious mail in MailGates, all the suspicious mail will be placed in **Suspicious Folder**.

6.2 Functions of Folders

The Folders shown on the right hand side provide mail functions including Searching, Sorting, Reading, and Reporting.



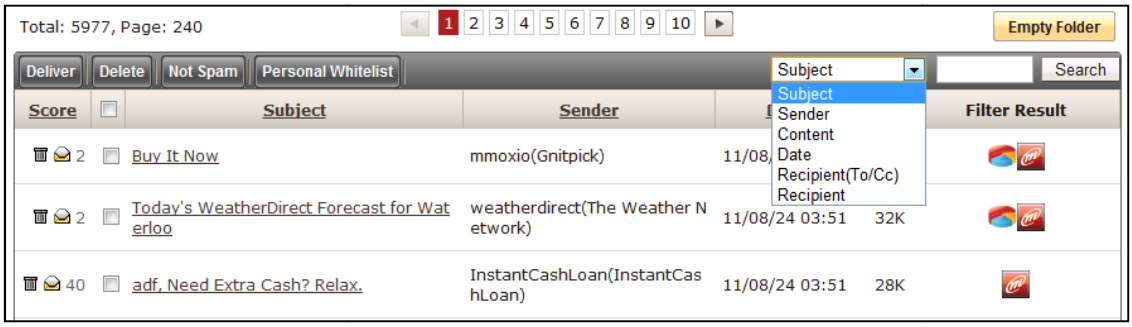
The introduction of each function:

Function		Introduction
Field	Score	Scores defined as Spam Mail by MailGates.
	Category	Defined mail as Spam mail/ Phishing mail/ Virus mail) by MailGates.
	Subject	The subject of the mail.
	Recipient	The name of the recipient
	Date	The delivering date
	Size	The size of the mail (including attachment)
	Incremental and descending dynamic sorting functions are provided above.	
Setting	Deliver	The mail will be directly sent to the recipient, and MailGates wonabove.g Searching, Sorting, Reading, and Reporting
	Delete	The mail will be directly deleted in MailGates, and the system wonabove.g Searching, Sortiil is mistakenly defined.
	Empty Folder	All the mail in the folder will be deleted.
	Not Spam	When normal mail is mistakenly defined, pressing this button to modify the setting, and the

		system can learn to avoid the mistake later on.
	Spam	Suspicious Mail should be moved to Spam folder and be reported. The button is used to correct the definition of system and the system can learn to avoid the mistake later on.
	Personal Whitelist	Add the sender to Personal Whitelist.
	Personal Blacklist	Add the sender to Personal Blacklist.

Mail Searching

Users can search for mail by 6 different fields, which are subject, sender, content, date, recipient (To/Cc), and recipient. Key in the keywords in the search query bar, select the field you want to search by, and press “search” button to search. The search results will be sorted in date (from recent to old) by default.



Search Function Description:

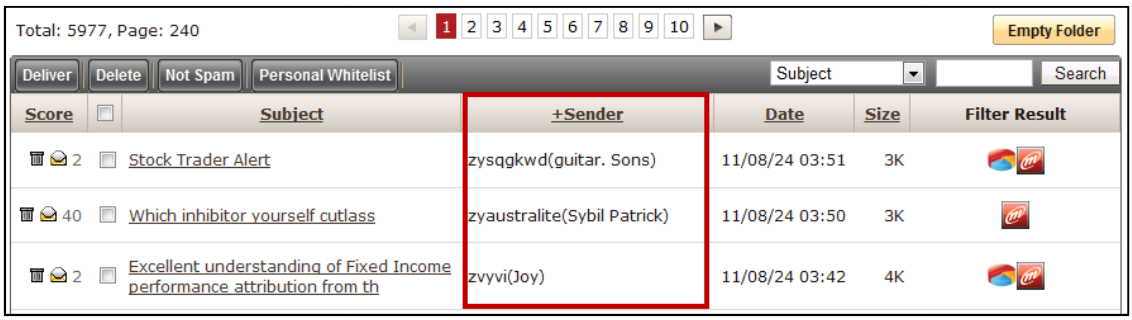
Search by	Description
Subject	Search for mail subject
Sender	Search for sender
Content	Search for the content of the mail
Date	Search for the sending date
Recipient(To/Cc)	Search for the sender and recipient
Recipient	Search for the recipient

Mail Sorting

The mail sorting criteria is by sending date by default. Users can select the other field to set the sorting criteria. Besides, if itfault. Users can select rch. The search resail at a time, click the check box of top side to select all the mail in this page simultaneously, and proceed to next step (e.g. delete, deliver)

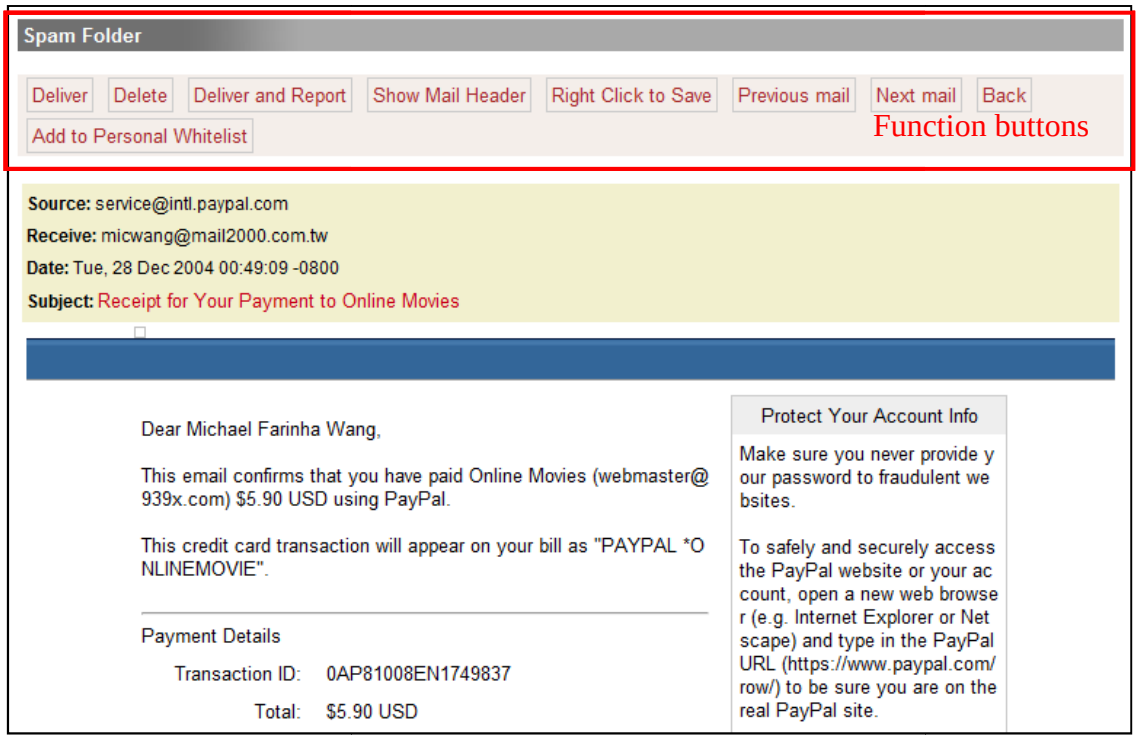
Example:

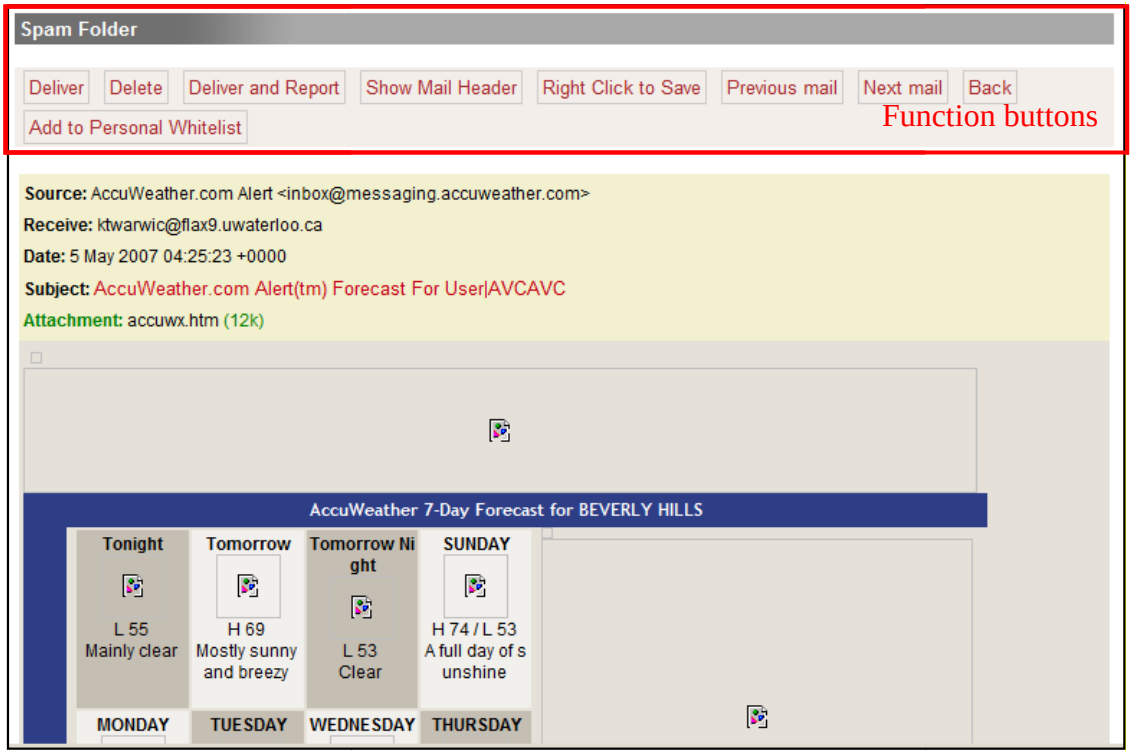
If you want to sort the results by sender, select ‚Sender”ender want to sort the results by sender, selef senders in reverse alphabetical order (Z-A) with the name of the field s+Sender”enderrs in to sort the results by sender, selef senders in reverse alphabetical order (Z-A) with the-Sender.”



● Mail Reading

Click on the subject of mail you want to read, thus you can read the content of the mail. In the mail page, you can press the function buttons on the top at any time to proceed the following step. Besides, in the mail page, MailGates automatically blocks all the images in the quarantine of every folder (including Spam Folder and Suspicious Folder) by default to prevent from being interrupted by pornographic images.


Spam Folder
Deliver
Delete
Deliver and Report
Show Mail Header
Right Click to Save
Previous mail
Next mail
Back
Add to Personal Whitelist
Function buttons
Source: service@intl.paypal.com
Receive: micwang@mail2000.com.tw
Date: Tue, 28 Dec 2004 00:49:09 -0800
Subject: Receipt for Your Payment to Online Movies
Dear Michael Farinha Wang,
This email confirms that you have paid Online Movies (webmaster@939x.com) $5.90 USD using PayPal.
This credit card transaction will appear on your bill as "PAYPAL *ONLINEMOVIE".
Payment Details
Transaction ID: 0AP81008EN1749837
Total: $5.90 USD
Protect Your Account Info
Make sure you never provide your password to fraudulent websites.
To safely and securely access the PayPal website or your account, open a new web browser (e.g. Internet Explorer or Netscape) and type in the PayPal URL (https://www.paypal.com/row/) to be sure you are on the real PayPal site.



Mail Reporting

MailGates has the ability which is spam mail samples learning. In order to decrease the rate of mistakenly defining and make the system be acquainted with your define of spam and normal mail, please check and report mail in folders regularly. The reporting functions aren't totally the same in Suspicious Folder and Spam Folder, and the functions are introduced below:

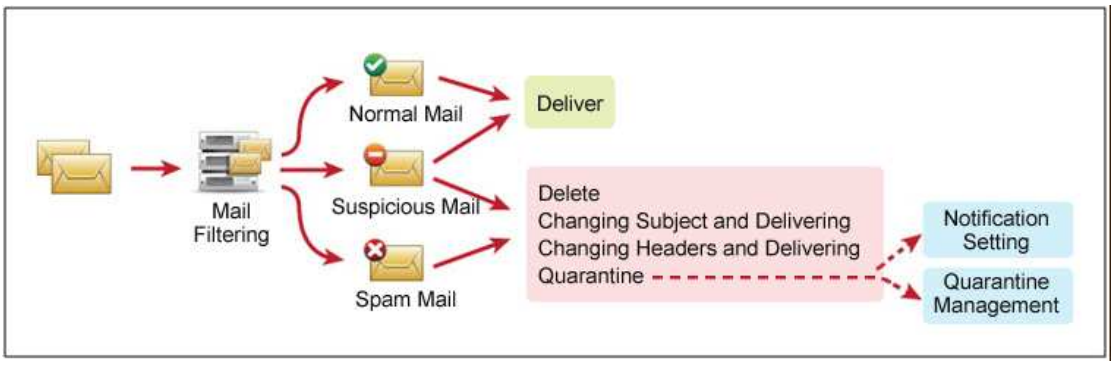
Reporting action	Description
Deliver	The mail will be directly sent to the recipient, and MailGates wonGates won be directly sent to the recipient, and
Delete	The mail will be directly deleted in MailGates, and the system wonystem woneted in MailGates, and the system woning
Empty Folder	All the mail in the folder will be deleted.
Not Spam	When normal mail is mistakenly defined, pressing this button to correct the definition of system, and the system can learn to avoid the mistake later on.
Spam	Suspicious Mail should be moved to Spam folder and be reported. The button is used to correct the definition of system and the system can learn to avoid the mistake later on.
Personal Whitelist	Add the sender to Personal Whitelist.
Personal Blacklist	Add the sender to Personal Blacklist.

7 Mail Treatment

Users can set the mail processing options of suspicious mail, spam mail, and notification. The system will first provide a filtering result of a mail, and then users can set the following processing options, such as deleting, delivering, changing subjects or header, etc. If the option “Quarantine in MailGatese option llowingNotification Cycle”cleeeationwi option llowing processing options, such as deleting, delivering, changing subjectsys

Please click on “Personal Spam > Mail Treatment” to proceed with mail processing.

The mail processing procedures as the flow chart below will be introduced in detail in the following chapters.



7.1 Mail Treatment Rule (Spam and Suspicious)

- **Mail Filtering Result**

  After being filtered by MailGates, the mail will be categorized in Normal Mail, Suspicious Mail or Spam Mail, the respective definition is shown as following:

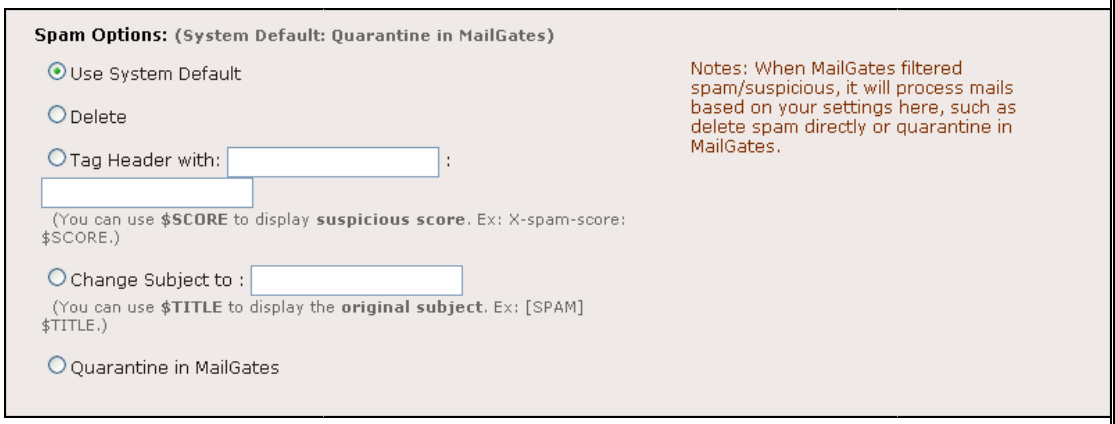
Filtering Result	Description
Normal Mail	The mail is regarded as normal mail which is used as expected.
Spam Mail	The mail is regarded as uninvited mail.
Suspicious Mail	The mail probably is Spam Mail, which needs to be defined with user’s assistance.

Openfind Information Technology, Inc.

- **Mail Processing Description**

  If the filtering result belongs to normal mail, MailGates will directly deliver the mail to the Mail Server behind. If the filtering result belongs to Spam Mail or Suspicious Mail, users can select an appropriate option to process. The processing methods are shown below:

Processing Methods	Description
Use System Default	Following system default value set by the system administrator.
Delete	Directly deleting spam mail. It is not recommended to select this option in general.
Tag Header with	Tagging Header with assigned words and then delivering the mail to the mail server behind.
Change subject to	Changing subject to words assigned by user and then delivering the mail to the mail server behind.
Quarantine in MailGates	Mail will be quarantined in MailGates, users can check quarantined mail in Suspicious Folder/Spam Folder online or read mail through the notification and determine the following processing method.

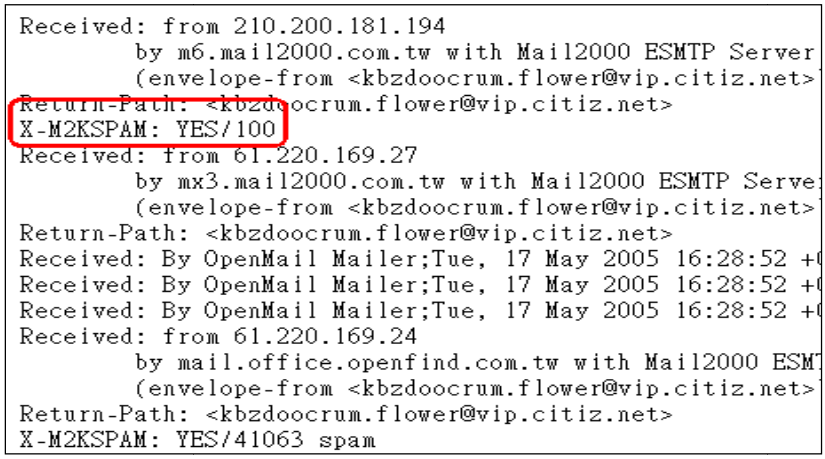

Spam Options: (System Default: Quarantine in MailGates)
Use System Default
Delete
Tag Header with:
:
(You can use $SCORE to display suspicious score. Ex: X-spam-score: $SCORE.)
Change Subject to :
(You can use $TITLE to display the original subject. Ex: [SPAM] $TITLE.)
Quarantine in MailGates
Notes: When MailGates filtered spam/suspicious, it will process mails based on your settings here, such as delete spam directly or quarantine in MailGates.

- **【Tag Header With】-- Changing Header**

  This function mostly is used by system administrator instead of users. The purpose of changing header is for the Mail Server behind to proceed the following processes. For example, with a simple setting adjustment in Mail2000, the spam mail defined by MailGates can directly be categorized in Spam Folder. In user's viewpoint, the setting brings about the least interruption. They don't have to change their usage and they won't directly see the changed header. Parameter $SCORE can be used to display **suspicious score**.

Example:

Header shows texttX-M2KSPAM: YES/$SCORE" as the following image:



- **【Change Subject to】-- Changing Mail Subject**

  Changing Subject can help users apparently obtain the filtering result. However, if spam mail needs to be directly moved to the Spam Folder of Mail Server, the filtering rule should be modified in advance. Parameter $TITLE can be used to show the original subject.

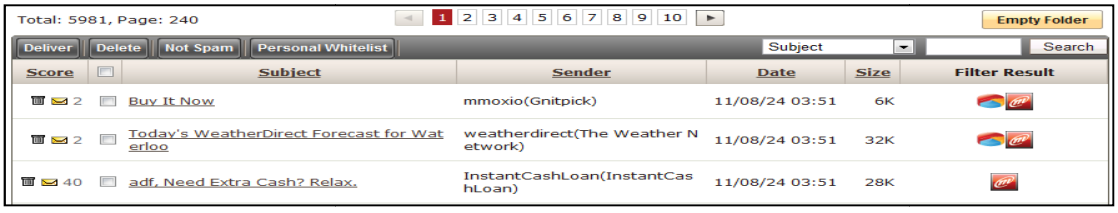
  Example:

  Subjects of spam mail can be set to begin with [**SPAM**] to be distinguished from other mail by changing the title to [**SPAM**]$TITLE as the following image:

- **Quarantine in MailGates**

  If the mail processing option: to begin with [**SPAM**] to be distinguished from other mail by changing the title to [**SPAM**Spam Folder of Mail Server, the filtering rule should be modified in advance. Parameter $TIs arend in advance. Parametee Retention Period, the mail would be deleted automatically. The Retention Period can be adjusted by system administrator and users. (Please refer to 7.2 Retention Period)

  In addition, users can use the manage interface in the quarantine area to report mail as shown in the following image:



7.2 Retention Period

Both system administrator and users can set the mail processing option and retention period. The option selected by system administrator will be the system default value, which is not mandatory. Users can also select their own mail processing options. If the setting of system administrator differs from users', the latter has higher priority. System administrator can also check the setting manually, and adjust users mail processing options.

7.3 Notification

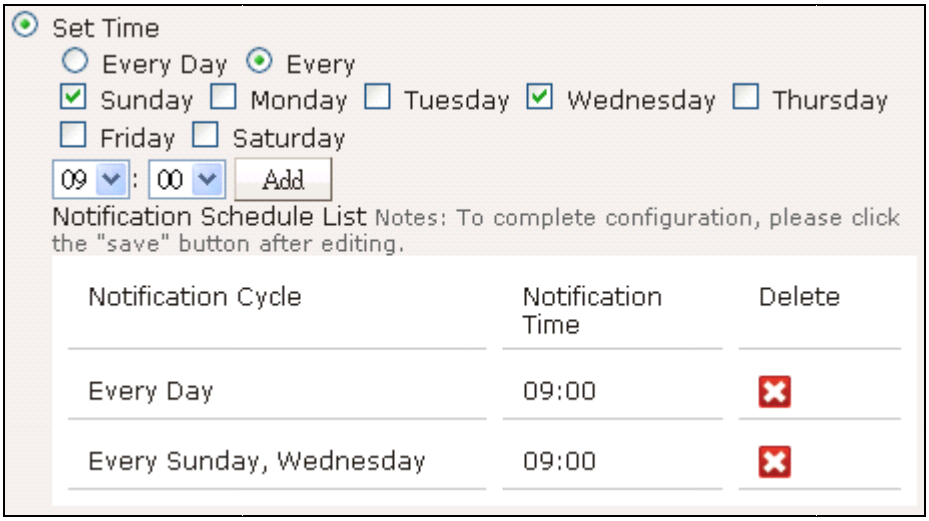
If the option "Quarantine in MailGatesn ministrator and users can set the mail processing option and retention period. The option selected by system administrator will be the system default value, which is not mandatory. Users can also select their own mail processd the notification to user's mailbox as scheduled regularly.

Users can directly select the processing method of each spam mail and suspicious mail through the notification. Like the mail processing setting, if the setting of system administrator differs from users', the latter has higher priority. System administrator can also check the setting manually, and adjust users mail processing options.

- **Notification Cycle**

  Notification Cycle description:

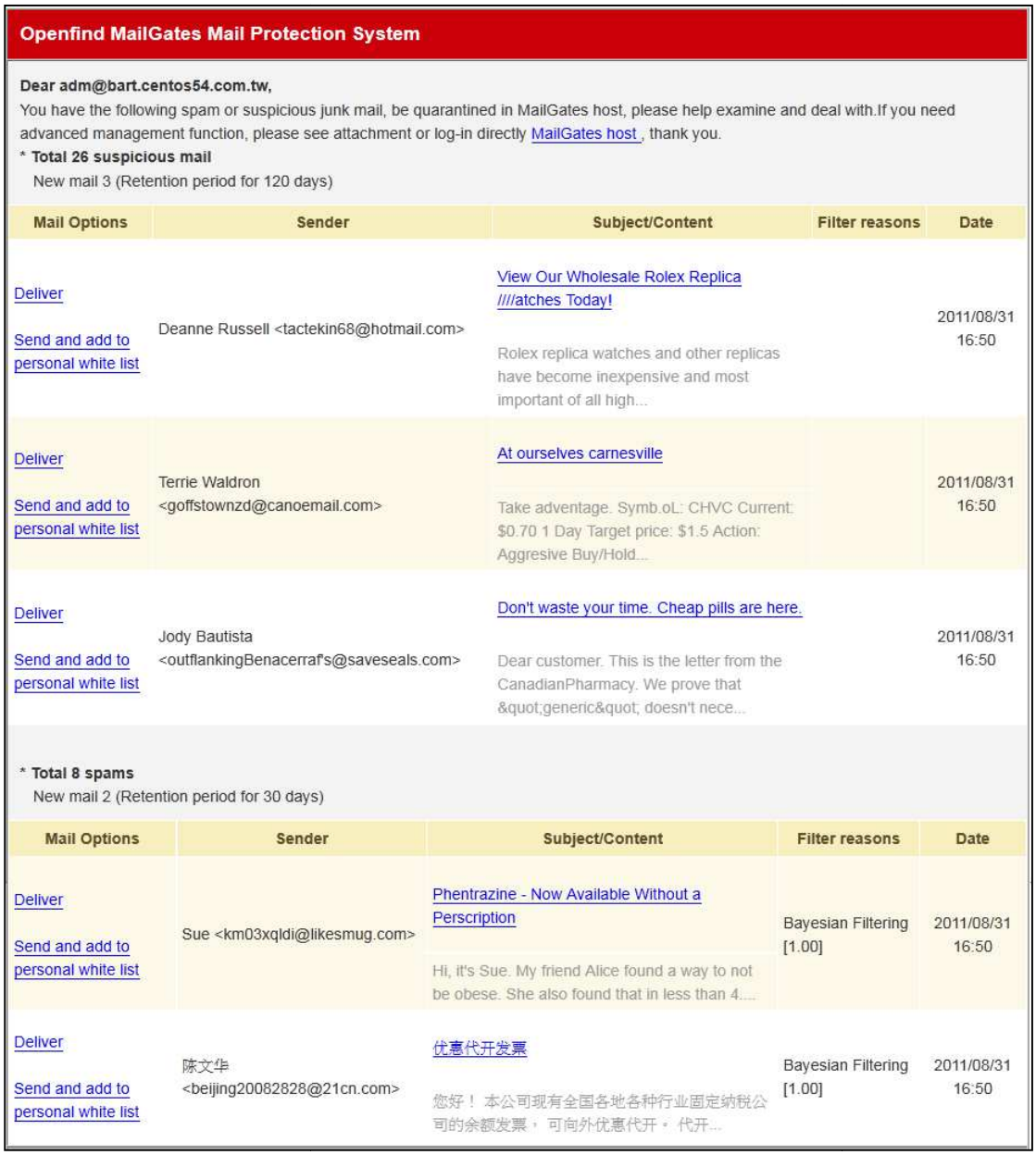
Processing Option	Description
Use System Default	Following system default value set by the system administrator.
Stop Notification	No notification
Set Cycle	Notification cycle can be set to the duration of minute(s), hour(s), and day(s). If the notification cycle is set to be 30 minutes, the notification of spam mail and suspicious mail in MailGates will be sent to user's mailbox every 30 minutes.
Set Time	The function is to set when to send notification. The schedule can be set at different time daily or weekly. Users can set several schedules at a time.



Openfind Information Technology, Inc.

7.4 Notification Example

MailGates will send notification at scheduled time. The notification includes content & type of attachment; the content will show general functions briefly, if advanced functions are needed, please click on the attachment or login to MailGates to check and proceed the following tasks.



Openfind MailGates Mail Protection System

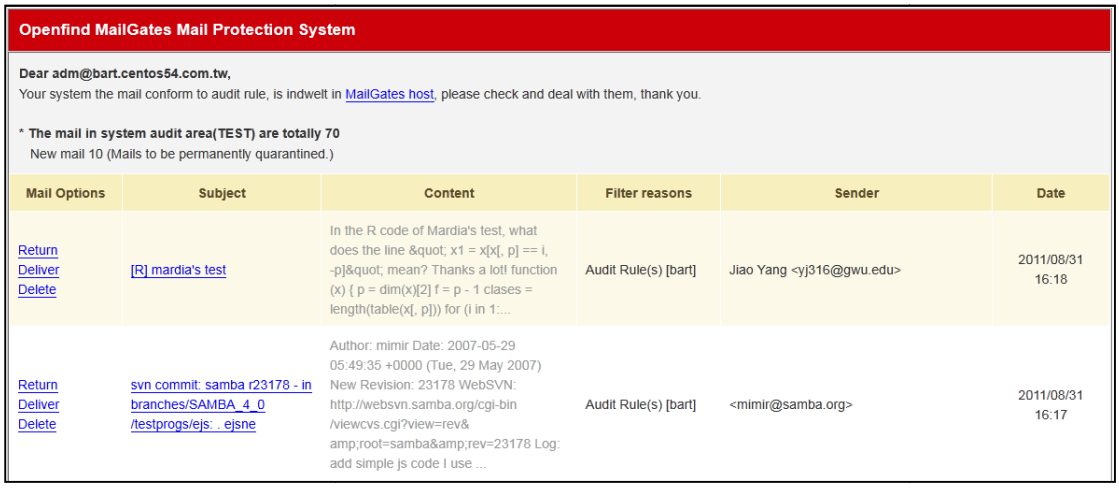
Dear adm@bart.centos54.com.tw,
You have the following spam or suspicious junk mail, be quarantined in MailGates host, please help examine and deal with.If you need advanced management function, please see attachment or log-in directly MailGates host , thank you.

* **Total 26 suspicious mail**
New mail 3 (Retention period for 120 days)

Mail Options	Sender	Subject/Content	Filter reasons	Date
Deliver Send and add to personal white list	Deanne Russell <tactekin68@hotmail.com>	View Our Wholesale Rolex Replica ////atches Today! Rolex replica watches and other replicas have become inexpensive and most important of all high...		2011/08/31 16:50
Deliver Send and add to personal white list	Terrie Waldron <goffstownzd@canoemail.com>	At ourselves carnesville Take adventage. Symb.oL: CHVC Current: $0.70 1 Day Target price: $1.5 Action: Aggresive Buy/Hold...		2011/08/31 16:50
Deliver Send and add to personal white list	Jody Bautista <outflankingBenacerraf's@saveseals.com>	Don't waste your time. Cheap pills are here. Dear customer. This is the letter from the CanadianPharmacy. We prove that "generic" doesn't nece...		2011/08/31 16:50

* **Total 8 spams**
New mail 2 (Retention period for 30 days)

Mail Options	Sender	Subject/Content	Filter reasons	Date
Deliver Send and add to personal white list	Sue <km03xqldi@likesmug.com>	Phentrazine - Now Available Without a Perscription Hi, it's Sue. My friend Alice found a way to not be obese. She also found that in less than 4....	Bayesian Filtering [1.00]	2011/08/31 16:50
Deliver Send and add to personal white list	陈文华 <beijing20082828@21cn.com>	优惠代开发票 您好！ 本公司现有全国各地各种行业固定纳税公司的余额发票， 可向外优惠代开， 代开...	Bayesian Filtering [1.00]	2011/08/31 16:50



Openfind MailGates Mail Protection System

Dear adm@bart.centos54.com.tw,
Your system the mail conform to audit rule, is indwelt in MailGates host, please check and deal with them, thank you.

* The mail in system audit area(TEST) are totally 70
New mail 10 (Mails to be permanently quarantined.)

Mail Options	Subject	Content	Filter reasons	Sender	Date
Return Deliver Delete	[R] mardia's test	In the R code of Mardia's test, what does the line " x1 = x[x[, p] == i, -p]" mean? Thanks a lot! function (x) { p = dim(x)[2] f = p - 1 clases = length(table(x[, p])) for (i in 1:...	Audit Rule(s) [bart]	Jiao Yang <yj316@gwu.edu>	2011/08/31 16:18
Return Deliver Delete	svn commit: samba r23178 - in branches/SAMBA_4_0 /testprogs/ejs: . ejsne	Author: mimir Date: 2007-05-29 05:49:35 +0000 (Tue, 29 May 2007) New Revision: 23178 WebSVN: http://websvn.samba.org/cgi-bin /viewcvs.cgi?view=rev& amp;root=samba&rev=23178 Log: add simple js code I use ...	Audit Rule(s) [bart]	<mimir@samba.org>	2011/08/31 16:17

- **Notification Description**
  - Current total amount of spam mail in MailGates.
    - New incoming amount of spam mail in MailGates, and the amount of spam mail which is going to expire and be deleted automatically.
  - Details of new quarantined mail, which can be directly processed through notification by the following 2 methods:

1. Defining the mail based on subjects and abstracts of content directly:

   Click on “Deliver” and “(Delete)e to proceed to the following processes.

2. Clicking on the subject link to read the complete contents:

   Define the mail based on the content of the mail, and select the function options to proceed to the following processes.

Suspicious Folder

Deliver | Delete | Deliver and Report | Move to Spam Folder | Show Mail Header | Right Click to Save | Next mail | Back
Add to Personal Whitelist | Add to Personal Blacklist

Source: Tobias Verbeke <tobias.verbeke@businessdecision.com>
Receive: mister_bluesman <mister_bluesman@hotmail.com>
Copy: r-help@stat.math.ethz.ch
Date: Thu, 17 May 2007 17:54:03 +0200
Subject: Re: [R] rJava problem

mister_bluesman wrote:> Could someone please tell me where I can find a simple example, which does> not require linux!, on how I can see if this is working and get me started> using rJava. I have read the document 'Getting Started with the> R-Java/Omegahat I nterface' and have tried to type in things such as> .JavaConstructor("JButton", "A button") in the R console after loading> library(rJa va). However i keep getting the error: >> Error: could not find function ".JavaConstructor"> This function is not part of rJava; cf.

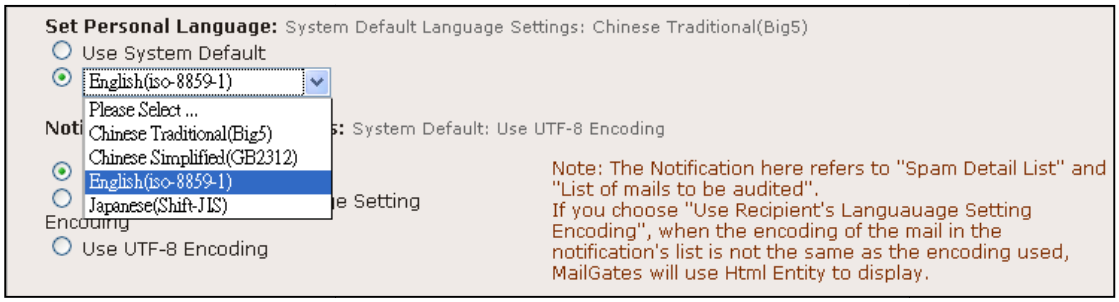
Mail Processing Options description:

Reporting Option	Description
Deliver	The mail will be directly sent to the recipient, and MailGates wonunction options to proceed to the following proce
Delete	The mail will be directly deleted in MailGates, and the system wonunction options tothe mail is mistakenly defined.
Not Spam	When normal mail is mistakenly defined, pressing this button to modify the setting, and the system can learn to avoid the mistake later on.
Show Mail Header	Show the mail header, thus the related information can be checked.
Right Click to Save	Right-click to save as new mail.
Add to Personal Whitelist	Add the sender to Personal Whitelist.

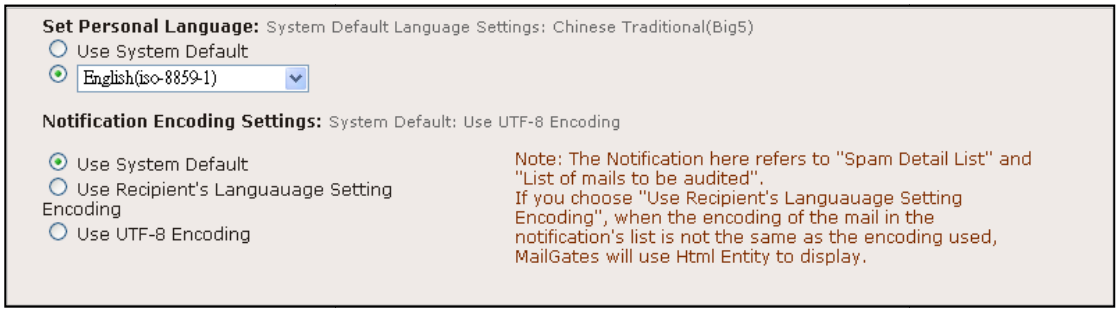
8 Personal Setting

8.1 Language Setting

MailGates offers multi-language of user interfaces (User Mode), admin interfaces (Administrator Mode), and quarantine notifications. Administrators and users can select the language options in “Language Setting”. MailGates currently offers “Chinese Traditional (Big5)”, “Chinese Simplified (GB2312)”, “English (iso-8859-1)”, and “Japanese (Shift-JIS)” language options.


Set Personal Language: System Default Language Settings: Chinese Traditional(Big5)
Use System Default
English(iso-8859-1)
Please Select ...
Chinese Traditional(Big5)
Chinese Simplified(GB2312)
English(iso-8859-1)
Japanese(Shift-JIS)
System Default: Use UTF-8 Encoding
Use UTF-8 Encoding
Note: The Notification here refers to "Spam Detail List" and "List of mails to be audited".
If you choose "Use Recipient's Languauage Setting Encoding", when the encoding of the mail in the notification's list is not the same as the encoding used, MailGates will use Html Entity to display.

The default value of “Notification Encoding Settings” is “Use System Default”, which can be modified by users later on.


Set Personal Language: System Default Language Settings: Chinese Traditional(Big5)
Use System Default
English(iso-8859-1)
Notification Encoding Settings: System Default: Use UTF-8 Encoding
Use System Default
Use Recipient's Languauage Setting Encoding
Use UTF-8 Encoding
Note: The Notification here refers to "Spam Detail List" and "List of mails to be audited".
If you choose "Use Recipient's Languauage Setting Encoding", when the encoding of the mail in the notification's list is not the same as the encoding used, MailGates will use Html Entity to display.

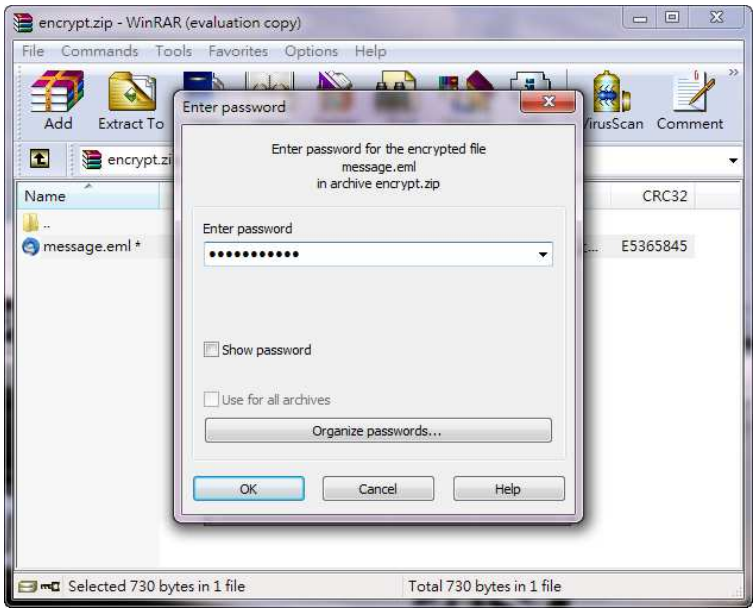
9 Mail Encryption

Users can assign different passwords to specific recipients; the operating process is as the following description:

1. Click on “Mail Encryption > Password Settingds to specific recipients; the operating process i
2. After the setting above, when senders send mail through MailGates to assigned recipient, the recipient will receive a ZIP encrypted attachment notification.

3. Meanwhile, MailGates will encrypt attachment and send notification to the recipients according to the assigned password. The recipient can get the encryption information through different communication tools, for example E-mail, instant communication software, telephone, or message.

4. After keying the password, the recipient can open the ZIP file.



Openfind Information Technology, Inc.

- Address: 7F, 243, Sec.2, Chongqing N. Rd., Taipei 10359, Taiwan
- Telephone number: +886-2-2553-2000
- Fax: +886-2-2553-0707
- Website: http://www.openfind.com
- E-mail : pm@openfind.com